

IBMhq Test Case Execution Report

Test Case Name:Route Incident- 1

Requirement Name: CX

Execution Start Time:2020-08-10 20-46-41

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
61	61	0	Pass	NA

Step No:1

Step Description: Click On Add Icon on right corner

Expected Result: Click On Add Icon on right corner

Actual Result: The Element: ClickonAddIcon is clicked

Status: Pass



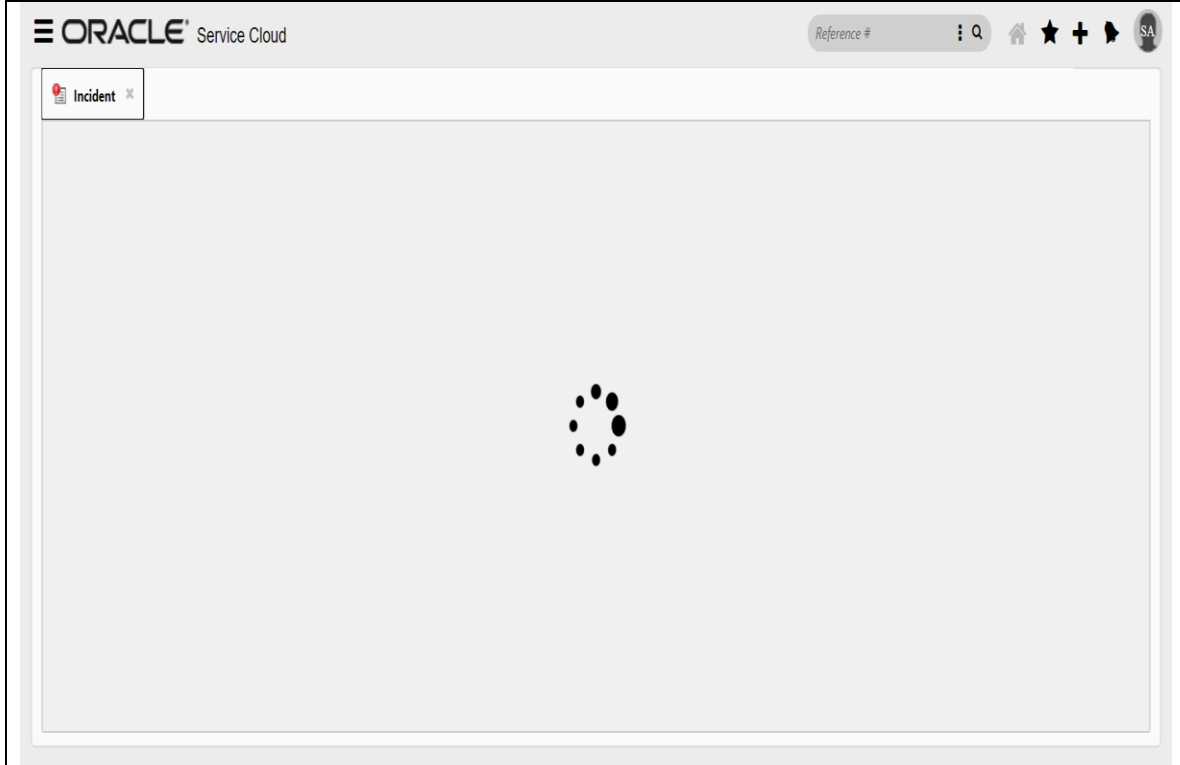
Step No:2

Step Description: Click on span2

Expected Result: span2 should be clicked

Actual Result: The Element: ClickonIncident is clicked

Status: Pass



Step No:3

Step Description: Enter incident subject

Expected Result: Subject to be entered

Actual Result: The Element: EnterSubject is set with text: Issues with Product we are using

Status: Pass

ORACLE Service Cloud

Reference #

200810-000058

Save Save & Close Refresh New Print

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Subject * Issues with Product we are using

Reference # 200810-000058

Contact * [No Value]

Status * Open

Organization Name

Assigned Agent Access > Sys Agent

Product [No Value]

Disposition [No Value]

Category [No Value]

Step No:4

Step Description: Click on Adam Smit

Expected Result: Adam Smit should be clicked

Actual Result: The element: SelectContact is selected with list value: Adam Smit

Status: Pass

The screenshot displays the Oracle Service Cloud interface for a case record. The top header shows the Oracle logo and 'Service Cloud' text. A search bar with 'Reference #' and a magnifying glass icon is present. The case record is for reference number 200810-000058. The 'Summary' tab is active, showing fields for Subject, Reference #, Status, Assigned, Disposition, Contact, Organization Name, Product, and Category. The 'Contact' field is highlighted with a blue border, showing 'Adam Smit' selected from a dropdown menu. The 'Status' field is set to 'Open', 'Assigned' is 'Agent Access > Sys Agent', and 'Disposition' is '[No Value]'. The 'Product' and 'Category' fields are also set to '[No Value]'.

ORACLE Service Cloud

Reference #

200810-000058

Save Save & Close Refresh New Print

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Subject * Issues with Product we are using

Reference # 200810-000058

Status * Open

Assigned Agent Access > Sys Agent

Disposition [No Value]

Contact * Adam Smit

Organization Name

Product [No Value]

Category [No Value]

Step No:5

Step Description: Click in Assigned Agent Searchbox

Expected Result: Assigned Agent dropdown should be listed

Actual Result: The Element: Assigned is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. On the left, a sidebar contains navigation options: '200810-001', 'Save', 'Summary', 'Subject', 'Reference #', 'Status', 'Assigned', and 'Disposition'. The 'Assigned' dropdown menu is open, showing a list of agents under the 'Recent' tab: 'Minhaj Ameen', 'Sys Agent' (highlighted), and 'System Agent2'. Below this, an 'All' tab shows '[No Value]'. The main content area on the right includes fields for 'Contact' (Adam Smit), 'Organization Name' (California Federation), 'Product' ([No Value]), and 'Category' ([No Value]). The top of the interface features the Oracle logo, 'Service Cloud' text, and a search bar with a magnifying glass icon.

Step No:6

Step Description: Click on ProductList

Expected Result: ProductList should be clicked

Actual Result: The Element: ClickProductList is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with 'Reference #' and a magnifying glass icon is on the right. Below the header, a breadcrumb trail shows '200810-000058'. A toolbar contains icons for 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. A tabbed interface shows 'Summary' as the active tab, with other tabs like 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab displays a form with the following fields: 'Subject' (Issues with Product we are using), 'Reference #' (200810-000058), 'Status' (Unresolved), 'Assigned' ([No Value]), 'Disposition' ([No Value]), 'Contact' (Adam Smit), 'Organization Name' (California Federation), 'Product' ([No Value]), and 'Category' ([No Value]). The 'Product' field is highlighted with a blue border and a refresh icon.

Step No:7

Step Description: Click on Category

Expected Result: Category should be clicked

Actual Result: The Element: ClickCategory is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud interface for a case record. The header shows the Oracle logo and 'Service Cloud' text. A search bar with 'Reference #' and a magnifying glass icon is present. The case number '200810-000058' is displayed at the top left of the main content area. Below the case number, there are action buttons: 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. A tabbed interface shows 'Summary' as the active tab, with other tabs including 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab contains a form with the following fields:

- Subject: Issues with Product we are using
- Reference #: 200810-000058
- Status: Unresolved
- Assigned: [No Value]
- Disposition: [No Value]
- Contact: Adam Smit
- Organization Name: California Federation
- Product: ab92547
- Category: [No Value]

The 'Category' field is highlighted with a blue border, indicating it is the current focus or the element being clicked.

Step No:8

Step Description: WaitTime

Expected Result: WaitTime

Actual Result: Wait for duration 5000secs

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible on the left, and a search bar with 'Reference #' and navigation icons are on the right. Below the header, a breadcrumb trail shows '200810-000058'. A toolbar contains icons for 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. A tabbed interface shows 'Summary' as the active tab, with other tabs like 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab displays a form with the following fields: 'Subject' (Issues with Product we are using), 'Reference #' (200810-000058), 'Status' (Unresolved), 'Assigned' ([No Value]), 'Disposition' ([No Value]), 'Contact' (Adam Smit), 'Organization Name' (California Federation), 'Product' (ab92547), and 'Category' (Primary Antibodies).

Step No:9

Step Description: Click on Save and Close

Expected Result: Click on Save and Close

Actual Result: The Element: SaveAndClose is clicked

Status: Pass

ORACLE Service Cloud

Reference #

200810-000058

Save Save & Close Refresh New Print

Summary Messages Contacts **Details** Time Billed Tasks Organization Web Visit Attachments Audit Log

Mailbox mailboxibmindia@custhelp.com Interface mow_ibmindia SLA Instance Search...

Source Web Console Incident Editor Language English (US) Queue Product Inquiries

Severity [No Value]

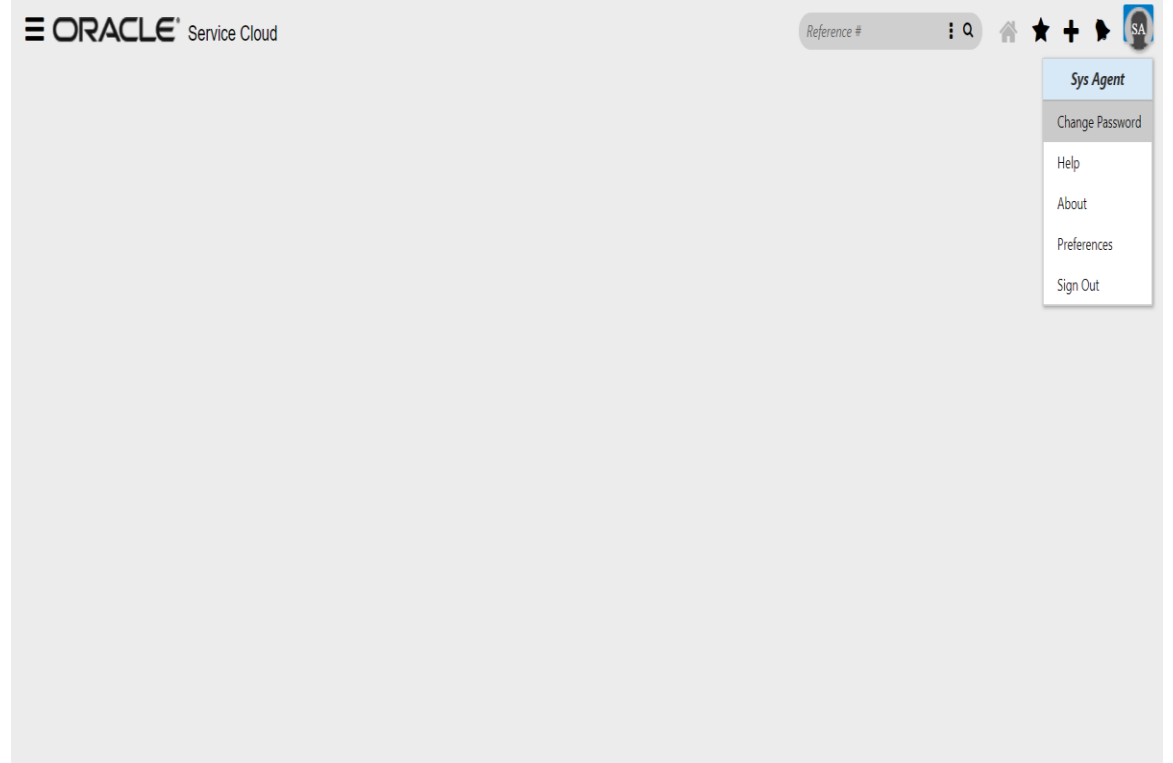
Step No:10

Step Description: Click on userMenuIcon

Expected Result: userMenuIcon should be clicked

Actual Result: The Element: userMenuIcon is clicked

Status: Pass



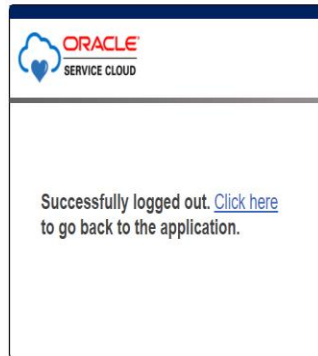
Step No:11

Step Description: Click Sign Out

Expected Result: Clicked Sign Out

Actual Result: The Element: SignOut is clicked

Status: Pass



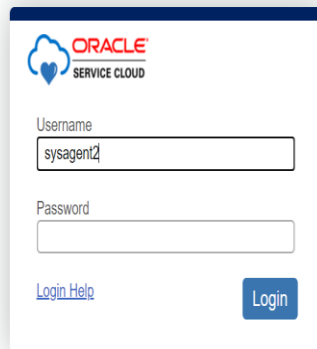
Step No:12

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME1 is set with text: sysagent2

Status: Pass



ORACLE
SERVICE CLOUD

Username
sysagent2

Password

[Login Help](#) [Login](#)

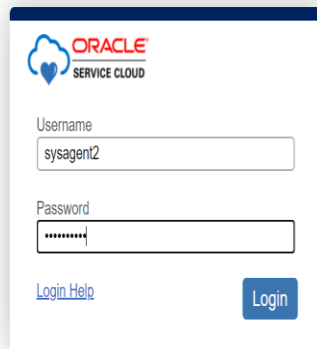
Step No:13

Step Description: Enter *** in PASSWORD

Expected Result: *** should be entered in PASSWORD

Actual Result: The Element: PASSWORD1 is set with text: Agent12345

Status: Pass



ORACLE
SERVICE CLOUD

Username
sysagent2

Password

[Login Help](#) [Login](#)

Step No:14
Step Description: Click on loginbutton
Expected Result: loginbutton should be clicked
Actual Result: The Element: loginbutton is clicked
Status: Pass
